VIRGINIA DEPARTMENT OF SOCIAL SERVICES

Local Agency Dashboard Reference Guide
Public Website

Local Support and Performance Division

September 2019

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OVERVIEW

The Virginia Department of Social Services (VDSS) operates under a "state supervised, locally administered" model in accordance with the Code of Virginia 63.2, Chapter 2, Article 2. In this model, the state provides guidance and monitors local Department of Social Services performance. Department staffs are employees of the locality, with the bulk of their salaries covered by federal and state funds.

VDSS develops a Local Agency Dashboard (the "Dashboard") for each local department of social services (LDSS) on a quarterly basis. The initial version of the tool was developed in Microsoft Excel for internal staff; however, the Local Support and Performance (LSP) Division plans to migrate the tool to an online platform in collaboration with the Office of Research and Planning (ORP). The public Dashboard contains a subset of measures and performance data for Benefit Programs and Family Services which may be useful in understanding locality strengths, challenges, and opportunities.

The purpose of the Local Agency Dashboard Reference Guide (the "Guide") is to provide explanations, data sources, formulas and targets (where applicable) for each measure. The Guide is a living, breathing document and subject to change based on the business needs of the VDSS and local departments.

Dashboard Access and Availability

Currently, the Virginia Department of Social Services (VDSS) plans to provide the Local Agency Dashboard (Dashboard) on a quarterly basis to Local Agency staff, Local Board Members, County/City Administrators and VDSS employees. The Dashboard will be posted on the VDSS public website starting in the 4rd quarter of fiscal year (FY) 19.

The Dashboard will typically be available for review within 50 calendar days following the end of the quarter. Quarters are defined by the state fiscal year (see **Table 1** below). For example, results for the fourth quarter of the state fiscal year (April through June data) will be provided on or about August 20th.

Table 1: Local Agency Dashboard Publication Dates

State Fiscal Year Quarter	Report Months	Publication Date (Estimate)
Quarter 1	July, August, September	November 20th
Quarter 2	October, November, December	February 20th
Quarter 3	January, February, March	May 20th
Quarter 4	April, May, June	August 20th

Dashboard Components

The Local Agency Dashboard consists of three (3) primary components:

1. Quarterly Data
2. Monthly Data
3. Charts and Graphs

QUARTERLY DATA

Performance measures associated with the timeliness of application processing and certain Family Services performance measures are displayed for the current quarter and the preceding quarter.

The quarterly data section also includes monthly results and an average for the current quarter. Quarterly percentage averages for timeliness measures are calculated using the formula below:

Total Applications Processed on Time for the Quarter (Sum of 3 months)

_____

Total number of Applications Processed for the Quarter (Sum of 3 months)

Quarterly percentage averages for Family Services measures are calculated in a similar manner.

MONTHLY DATA

The monthly data section displays results for the previous thirteen (13) months. Viewing data over time presents data trends which assist local agencies with identifying areas of enhanced performance, opportunities for improvement, or concern. Local agencies are encouraged to evaluate upward and downward trends of Dashboard measures as pertinent sources of information.

Monthly performance measures and information provided in the month-by-month data section are identical to the performance measures and information in the quarterly section (listed above).

Note: Every LDSS may not receive certain application types in one or more of the months being reported on the Dashboard (e.g. SNAP, TANF, CC, etc.). Within these scenarios which typically occur in smaller agencies, values of the performance measures will display as 'N/A' and graphical depictions of the performance measure for the corresponding month(s) will display a value of 0.0%. These values should not be considered when evaluating performance trends.

PUBLIC ASSISTANCE

Timeliness

The Local Agency Dashboard provides timeliness percentages of application processing for the following public assistance programs: Temporary Assistance for Needy Families (TANF), Child Care (CC) and Supplemental Nutrition Assistance Program (SNAP) formerly known as food stamps.

The Dashboard displays results as a percentage, or the total number of applications approved or denied in a timely manner for the Report Month DIVIDED BY the total number of applications processed for the Report Month.

FORMULA
The timeliness percentages for MA, SNAP and TANF are calculated as follows:

Total number of Applications Processed On Time
_____

Total number of Applications Processed

TARGET
The target for timeliness of processing TANF, CC and SNAP applications is greater than or equal to **97.0%**.

DATA SOURCE
Virginia Case Management System (VaCMS)

Public Assistance Data Source

Public Assistance data is collected within the Virginia Case Management System (VaCMS), the system of record for Public Assistance programs, most of which is downloaded into the VDSS Data Warehouse (DW).

FAMILY SERVICES

Timeliness of First Contact

The Local Agency Dashboard displays the number of first attempted and completed contacts made within the response priority limits. A contact may be completed with the client within the time required by the response priority, or a contact may be attempted without any contacts completed with the client within the time required by the response priority. The data set includes referrals open as of the data extract date, and excludes referrals that are pending, have no response priority or have data errors.

Response Priority Limits
Response 1 (R1): as soon as possible **within 24 hours** of the date and time of the referral
Response 2 (R2): as soon as possible **within 48 hours** of the date and time of the referral
Response 3 (R3): as soon as possible **within five working days** of the date and time of the referral

Note: The response priority timeframe begins when the referral is **received**, not when it is validated.

Attempted contacts must meet the following criteria:
- They must have a purpose of Interview, Investigation or Family Assessment
- They must have a source of Referral, Investigation or Family Assessment
- All contact types are acceptable (e.g. face-to-face, email, telephone, etc.)
- The location cannot be Failed Attempt
- A client must be selected in the Client/Collateral section

FORMULA
The percentage of first contacts which are timely is calculated as follows:

$$\frac{Contacts\ Completed\ On\ Time + Contacts\ Attempted\ On\ Time}{Contacts\ Completed\ On\ Time + Contacts\ Attempted\ On\ Time + Contacts\ Not\ Timely}$$

TARGET
The target for timeliness of first contact is greater than or equal to **95.0%**. LDSS results are displayed in a trend graph, as well as in chart format with a flag indicator as follows:

- 95% or greater: Green flag
- 90 – 95%: Yellow flag
- Below 90%: Red flag

DATA SOURCE
Safe Measures

Note: Safe Measures provides updated data in "real time" and may not exactly match results displayed on the Dashboard. The Safe Measures reports for the Dashboard are pulled at different points in time.

Number of Children in Foster Care

Each local department of social services (LDSS) supports the Foster Care program by providing services to children and families when circumstances warrant the removal of a child from their home. The measure displays a snapshot of the number of children in Foster Care for the LDSS as of the first of the month being reported.

The Dashboard displays the total number of children in Foster Care by locality.

FORMULA
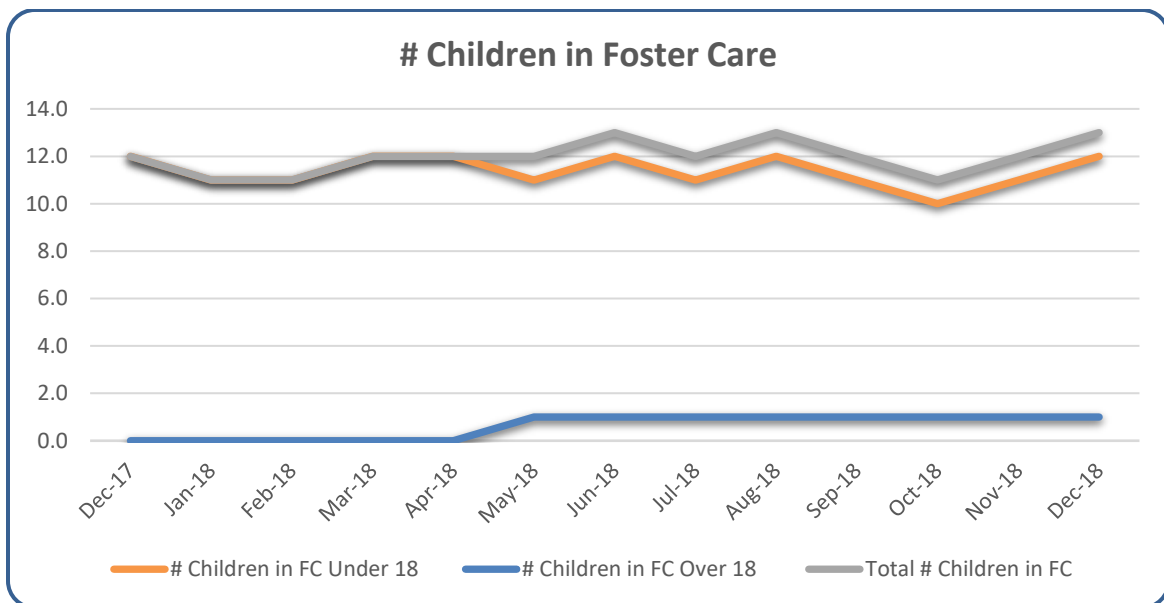The measure does not have a calculated formula.

TARGET
The measure does not have a target.

Figure 3: Number of Children in Foster Care by Age

DATA SOURCE
The number of children in Foster Care is obtained from the Virginia Child Welfare Outcome Reports (VCWOR). VCWOR is a Microsoft Access database that captures snapshots of pertinent data for the Division of Family Services (DFS).

Adoptions

The measure provides the number of adoptions which occurred over the most recent twelve (12) months for which adoption data is available.

FORMULA
The measure does not have a formula.

TARGET
The measure does not have a target.

DATA SOURCE
Safe Measures

Family Services Data Sources

Data is collected from entries made by Local Departments of Social Services (LDSSs) in the Online Automated Services Information System (OASIS). OASIS is the statewide system for child welfare programs, and serves as the primary tool in the day-to-day business at local departments. The system is also the main data source for federal, state and local child welfare agencies for reporting and planning. Data from OASIS is downloaded into reporting and graphical format into an online system called Safe Measures.

Safe Measures is a data reporting system which provides data in "real-time" and information will fluctuate from day-to-day. For certain measures, the Virginia Child Welfare Outcome Reports (VCWOR) system is utilized to report data on the Local Agency Dashboard in an effort to "set" child welfare data at a consistent point in time. For data sourced from VCWOR, monthly results on the Dashboard display the status of each data element as of the first of the report month. For example, data displayed in November represents information for the measure as of November 1st.

APPENDIX A – Glossary of Acronyms

ABD	Aged, Blind and Disabled
ACR	Annual Case Review
APT	Application Processing Time
BL	Budget Line
BPS	Benefit Programs Specialist
CAPER	Case and Procedural Error Rate
CC	Child Care
CSA	Children Services Act
CWCR	Child Welfare Case Reviews
DFS	Division of Family Services
DW	Data Warehouse
EPPE	Employee Performance Plan and Evaluation
FFM	Federally Facilitated Marketplace
FIPS	Federal Information Processing Standards
FPM	Family Partnership Meeting
FSS	Family Services Specialist
FY	Fiscal Year
LASER	Locality Automated System Expenditure Reimbursement
LETS	Local Employee Tracking System
MA	Medical Assistance
OASIS	Online Automated Services Information System (Software system for Family Services programs)
OD	Organizational Development
QAA	Quality Assurance and Accountability
SNAP	Supplemental Nutrition Assistance Program (formerly known as Food Stamps)
TANF	Temporary Assistance for Needy Families
TPR	Termination of Parental Rights
VaCMS	Virginia Case Management System (Software system for Public Assistance and Child Care programs)

APPENDIX B – Local Agencies by Level

Level I (One)
33 Local Agencies

#	FIPS	Local Agency	Region
1	007	Amelia	Central
2	011	Appomattox	Piedmont
3	017	Bath	Piedmont
4	021	Bland	Western
5	023	Botetourt	Piedmont
6	036	Charles City	Central
7	043	Clarke	Northern
8	045	Craig	Piedmont
9	049	Cumberland	Central
10	057	Essex	Central
11	063	Floyd	Western
12	640	Galax	Western
13	075	Goochland	Central
14	079	Greene	Northern
15	091	Highland	Piedmont
16	097	King & Queen	Central
17	099	King George	Northern
18	101	King William	Central
19	103	Lancaster	Central
20	111	Lunenburg	Central
21	113	Madison	Northern
22	685	Manassas Park	Northern
23	115	Mathews	Eastern
24	119	Middlesex	Central
25	125	Nelson	Piedmont
26	127	New Kent	Central
27	133	Northumberland	Central
28	720	Norton	Western
29	135	Nottoway	Central
30	750	Radford	Western
31	157	Rappahannock	Northern
32	159	Richmond County	Central
33	830	Williamsburg	Eastern

Level II (Two) – Cont'd

59 Local Agencies

#	FIPS	Locality	Region
35	131	Northampton	Eastern
36	137	Orange	Northern
37	139	Page	Northern
38	141	Patrick	Western
39	143	Pittsylvania	Piedmont
40	145	Powhatan	Central
41	147	Prince Edward	Central
42	149	Prince George	Eastern
43	155	Pulaski	Western
44	163	Rockbridge/Buena Vista/Lexington	Piedmont
45	167	Russell	Western
46	169	Scott	Western
47	171	Shenandoah	Northern
48	173	Smyth	Western
49	175	Southampton	Eastern
50	179	Stafford	Northern
51	181	Surry	Eastern
52	183	Sussex	Eastern
53	185	Tazewell	Western
54	187	Warren	Northern
55	191	Washington	Western
56	193	Westmoreland	Central
57	840	Winchester	Northern
58	197	Wythe	Western
59	199	York/Poquoson	Eastern

Level III (Three)
28 Local Agencies

#	FIPS	Locality	Region
1	003	Albemarle	Piedmont
2	510	Alexandria	Northern
3	013	Arlington	Northern
4	015	Augusta/Staunton/Waynesboro	Piedmont
5	019	Bedford	Piedmont
6	540	Charlottesville	Piedmont
7	550	Chesapeake	Eastern
8	041	Chesterfield/Colonial Heights	Central
9	590	Danville	Piedmont
10	059	Fairfax County-City/Falls Church	Northern
11	650	Hampton	Eastern
12	087	Henrico	Central
13	089	Henry/Martinsville	Piedmont
14	107	Loudoun	Northern
15	680	Lynchburg	Piedmont
16	700	Newport News	Eastern
17	710	Norfolk	Eastern
18	730	Petersburg	Central
19	740	Portsmouth	Eastern
20	153	Prince William	Northern
21	760	Richmond	Central
22	770	Roanoke	Piedmont
23	161	Roanoke Co./Salem	Piedmont
24	165	Rockingham/Harrisonburg	Northern
25	177	Spotsylvania	Northern
26	800	Suffolk	Eastern
27	810	Virginia Beach	Eastern
28	195	Wise	Western

REVISION HISTORY

Revision date	Revised by	Approved by	Description of change(s)
5/1/19	Local Support and Performance	VDSS Staff	Initial Version